



U.S. Department of Commerce
National Oceanic and Atmospheric Administration



Office of Finance and Administration

Facilities and Logistics Corporate Balanced Scorecard

Mission

To plan, acquire, maintain, and support NOAA's
facilities to meet its mission

Vision

Strategic planning
Partnerships with clients
Facilities information database

Values

Professionalism, Collaboration, Responsiveness,
Honesty, Accountability



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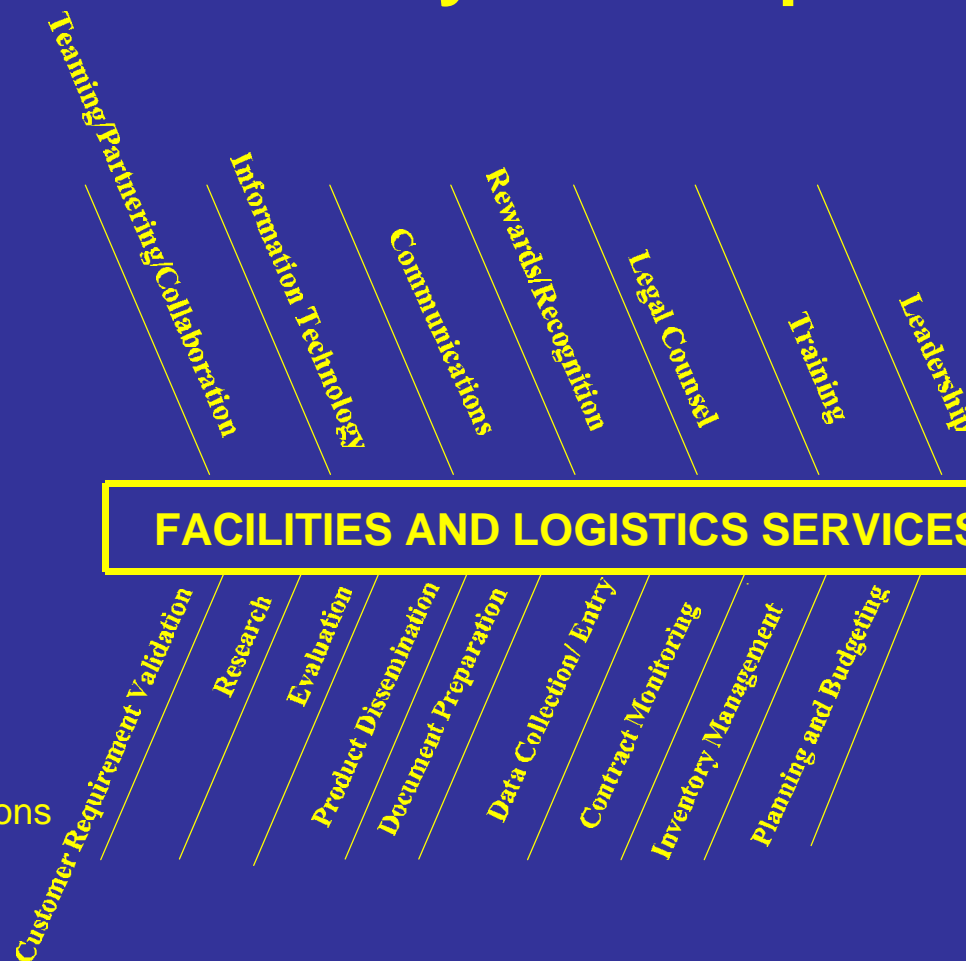
System Map

Suppliers

- Vendors
- Contractors
- Lessors
- NOAA Senior Management
- Other Federal Agencies

Inputs

- Equipment
- Supplies
- Furniture
- Space
- Staff
- Funding
- Policy/Regulations



Customers

- OFA
- NWS
- NOS
- NMFS
- OAR
- ONCO
- NESDIS
- NOAA
- ITA
- BXA
- MBDA
- EDA
- NIST
- NTIA
- OIG
- DOC

Outputs

- Documents
- Designs, Drawings, & Specifications
- Management Reports
- Training Courses
- Data Banks
- Cost Estimates
- Advice/Recommendations
- Inspection Reports
- Stored Inventory



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Existing Measures of Output

- | | |
|--|--|
| <ul style="list-style-type: none">• COST• CYCLE TIME• QUALITY• QUANTITY
• CUSTOMER SATISFACTION | <ul style="list-style-type: none">• Per square foot of space; per FTE served• None identified• CFO Audit Findings• # of personal property transactions entered;
of lease renewal agreements; # of A&E
Task Orders• Customer Surveys |
|--|--|



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Financial Perspective

Objectives

- Decrease average electricity usage per square foot in NOAA owned facilities

Measures

- Average kilowatt usage per sq. ft. (report annually)

Customer Perspective

Objectives

- Increase % of government cost estimates that are within 10% of contract award

Measures

- # of government estimates within 10% of contract award
- # of government estimates (total) (FY99 vs. FY98) (reported annually)



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Internal Business Perspective

Objectives

- Increase % of construction projects that are completed within 5% over the days allotted for construction

Measures

of construction projects completed within 5% over allotted days
total # of construction projects
(FY99 vs. FY98) (report annually,
when projects are complete)

Innovation & Learning

Objectives

- Increase # of automated forms on the web
- Increase % of staff that is professionally certified

Measures

- # of automated forms
(FY99 vs. FY98) (monitor qty, report ann.)
- # of certified staff
number that can be certified
(monitor quarterly, report annually)